

# Desktop Optimization

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UTAH DEPARTMENT OF TECHNOLOGY SERVICES



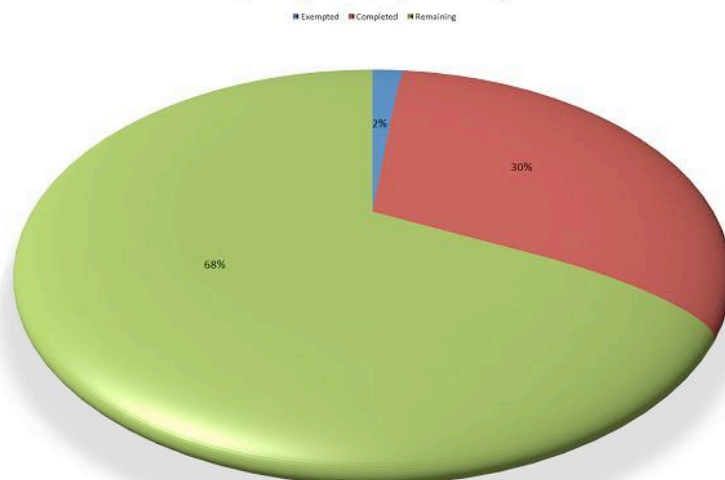
## DTS Desktop Optimization Initiative

### Enterprise Client Management System

Currently over 5,000 devices have had the ZenWorks Client Management (ZCM) Adaptive Agent deployed statewide. One of the features of ZCM is that of workstation or desktop Patch Management. Maintaining current patch levels on the workstation through this feature reduces time, effort and cost involved in patching activities by DTS staff. The savings in these areas ultimately benefit the agency through enhanced levels of support. The Adaptive Agent on the workstation is a required component for patch management. As the deployment of the Adaptive Agent progresses, the ZCM patch management feature will be readied for use.

Overall, Phase I of this project is approximately 63% complete.

Adaptive Agent Deployment Progress



For more information, go to [dts.utah.gov](http://dts.utah.gov)

# DTS Desktop Optimization Initiative

## Enterprise Help Desk

The Enterprise Help Desk Project was recently completed successfully and closed on February 28, 2011. Due to the work and dedication of those who worked on the project, it was completed ahead of the originally scheduled completion date of June 30, 2011.

The benefits of this project are already beginning to be realized, including:

- Now that there is a level 2 help desk in each campus, there is also the ability to cross train campus help desk staff. This creates the ability to provide help desk services at an enterprise level by providing backup if a campus help desk is understaffed.
- The enterprise help desk now has a method for obtaining and tracking calls received through ACD statistics along with First Call Resolution (FCR) rates. This was not available for all campuses prior to creating a level 2 help desk in each

campus. The ACD statistics allow a better understanding of staffing needs for the help desk. As an example see the graph below, which depicts a twelve week average of the help desk cases that were created for all campuses.

## Virtual Desktop Project

The project team is currently performing a cost-benefit analysis on the proof of concept (POC) environments in relation to costs for maintaining existing use case environments. There are three use case models that are being evaluated:

- Costs associated with provisioning a stationary desktop environment. The majority of the state workforce falls into this category where there is a one to one correlation between and employee, a location, and a device.
- Costs associated with provisioning a mobile desktop environment. This model incorporates situations where

location and/or device vary for an individual user.

- Costs associated with provisioning a fixed desktop environment to multiple or anonymous users. The majority of these cases involve delivery of applications. For example, by providing an application via the web to consumers, there is the risk that the application will be incompatible with the preferred browser used by the consumer. By embedding the application within a virtual browser, a predefined standard environment can be extended to reduce provisioning variables. *This example is currently being tested for feasibility.*

While these models are fairly easy to define, the combination of virtual resources required to facilitate can get very complex. The POC environment provides a first hand perspective of what is involved in delivering the various models and allows for optimizing architecture to minimize cost without reducing performance.

